

COVID-19

Information, Resources, and Tips for Businesses, Organizations and Workers

Updated 03.20.2020

ABOUT COVID-19

The novel coronavirus (COVID-19) is a new virus strain spreading from person-to-person. The virus originated in China but is currently spreading in the United States and other countries. Symptoms of COVID-19 include fever, cough, or trouble breathing. These symptoms may appear 2 to 14 days after being exposed to the virus. For more information on the virus visit the [CDC's website](#).

If you are experiencing symptoms of COVID-19, such as, fever, cough, or shortness of breath should call the NM Department of Health at (855) 600-3453 for guidance.

For all other non-health related inquiries call: 1-833-551-0518

COVID-19 BUSINESS AND NON-PROFIT FINANCIAL ASSISTANCE

[Small Business Administration- Disaster Loan Assistance](#)

The Small Business Administration (SBA) is providing up to \$2 million in disaster assistance low-interest loans. This funding is now available to all New Mexico small businesses.

Apply online: <https://disasterloan.sba.gov>, call 1-800-659-2955 (TTY: 1-800-877-8339) or email disastercustomerservice@sba.gov

[State of New Mexico – Help for Businesses Negatively Impacted by COVID-19](#)

The State of New Mexico has a business-loan guarantee programs in order to make capital more available to business owners whose operations are severely impacted by the COVID-19 health emergency.

[COVID-19 New Mexico Mainstreet](#)

Resources, opportunities, and response examples to help Main Street districts during the health crisis.

[Emergency Action Fund for Non-Profits](#)

Albuquerque Community Foundation and United Way of Central New Mexico have teamed up to deploy an Emergency Action Fund to support nonprofit organizations struggling with lost and non-recoverable revenue expenses due to COVID-19.

[Washington Federal Interest Free Credit Lines](#)

Washington Federal is offering small business lines of credit of up to \$200,000 interest free for 90 days.

[Facebook Small Business Grant Program](#)

Facebook is offering \$100M in cash grants and ad credits for up to 30,000 eligible small businesses in over 30 countries where they operate. Use link to sign up for updates as more details are released.

[Non-Profit Organizations Supporting Businesses and Residents Impacted by COVID-19](#)

[NM Association of Grantmakers](#)

Philanthropy's Response for COVID-19

COVID-19 TAX DEADLINE EXTENSION, UTILITY PAYMENT RELIEF, AND OTHER SUPPORT

[IRS Extends Tax Deadline](#)

The 2020 tax deadline has been extended to July 15, 2020

[NM Tax and Revenue Department Extends Tax Deadline](#)

The 2020 tax deadline has been extended to July 15, 2020

[NM Gas Company - Suspends Penalties for Late or Missed Payments](#)

The NM Gas Company has suspended disconnections for non-payment through April 6, 2020.

[PNM - Utility Bill Assistance](#)

PNM has suspended electric service disconnections for nonpayment for residential and business customers, until further notice. Late fees will be waived for residential and business customers, effective immediately, until further notice.

[Water Utility Authority - Payment Assistance](#)

The Water Utility Authority has suspended disconnections for non-payment will be until further notice.

[Comcast Internet Essentials](#)

Comcast is taking immediate steps to help connect low-income families to the Internet at home. Internet Essentials customers will receive two free months of Internet service, which is available to all qualified low-income households.

[FREE XFINITY WI-FI](#)

Xfinity WiFi hotspots across the country are available to anyone who needs them for free, including non-Xfinity Internet subscribers. Once at a hotspot, you can select the "xfinitywifi" network name.

COVID-19 UNEMPLOYMENT INFORMATION

[NM Department of Workforce Solutions - Information for Workers Affected by COVID-19](#)

In light of the Public Health Emergency, certain workers may be eligible for unemployment Insurance (UI) benefits. Visit the link above for more information on unemployment or call 1-877-664-6984.

[US Department of Labor](#)

The U.S. Department of Labor has resources to help workers and employers prepare for the COVID-19

COVID-19 EMPLOYMENT OPPORTUNITIES

[Workforce Connections](#)

For more information on employment opportunities visit link above.

[Smith's is Hiring](#)

Smith's Food & Drug Stores announced that it will be hiring additional workers immediately in order to deal with increased demand due to COVID-19. Workers will be helping to restock shelves as well as deep cleaning.

[Sprout's is Hiring](#)

Sprouts Farmers Market announced that it will be hiring additional workers immediately in order to deal with increased demand due to COVID-19. Sprouts is hiring more than 140 positions, everything from hourly part-time roles to management. [Apply online](#) or by phone at 480-800-8056.

COVID-19 SUPPORT FOR ARTISTS AND FILMMAKERS

[New Mexican Musician Relief Fund](#)

[Freelance Artist Resources](#)

[NEA List of Resources for Artists and Arts Organizations](#)

[National Performance Network Resources](#)

[Springboard for the Arts](#)

[Creative Capital](#)

[Cultural Source](#)

[New York Foundation for the Arts Resources](#)

[Americans for the Arts Disaster Preparedness for Coronavirus](#)

[Craft Emergency Relief Fund Response](#)

[Community Care in the Time of Coronavirus](#)

[Artwork Archive](#)

[Netflix Creates \\$100M Coronavirus Relief Fund](#)

COVID-19 and Tourism

[NM Tourism Department](#)

COVID-19 RESOURCES TO TAKE YOUR BUSINESS DIGITAL

[FREE Webinar on How to Launch a Website](#)

Happening March 23rd, space is LIMITED to the first 30 sign-ups. Those who join will also receive a COMPLIMENTARY 15-minute consultation with the [High Tide](#) team to further flush out an online strategy.

[Course to Take and Expand Your Business Online](#)

The University of New Mexico's Innovation Academy and STC.UNM are offering a special course to help New Mexico businesses get online. Class is online April 6th - May 15th.

[Marketing Your Business During COVID-19](#)

[COVID-19 Mainstreet America Resources](#)

Food Delivery:

[DoorDash](#)

[Uber Eats](#)

COVID-19 #SUPPORTLOCALABQ

It is important that we continue to support local businesses while practicing social distancing. Residents can #SupportLocalABQ by purchasing gift cards, ordering takeout or delivery, and buying local online and offline. For a directory of businesses and individuals operating during COVID-19, or to list your business, visit <http://iheartabq.com>.

Take on our #SupportLocalABQ Challenge on social media. Follow us at @CABQEconDev on [Instagram](#), [Twitter](#), or [Facebook](#) for details.

COVID-19 TIPS FOR BUSINESSES AND ORGANIZATIONS

Develop Business Continuity/Contingency Plan

1. Evaluate Expenses and Borrowing Capabilities
 - a. Contact your financial institutions to understand current lending capabilities and make any necessary arrangements.
 - b. Take inventory and understand your current monthly expenses. Consider prioritizing payments based on size, due date, and disaster assistance related support offerings.
2. Double Check Your Insurance Coverage
 - a. You may have business interruption insurance coverage. Contact your insurance agent to review your policy and understand what you are covered for.
3. Anticipate Inventory and Supply Chain Disruptions
 - a. Who are your key partners, suppliers, and contractors? Contact them to anticipate any delays or shortages.
 - b. What raw materials does your business need to function? Ensure you have adequate supplies of inventory for a sustained period of 30 days.
 - c. Diversify distributor sources.
4. Avoid Scams
 - a. Verify the legitimacy of emails, phone messages, text messages, bills, etc.

5. Review Employment Policies and Procedures
 - a. Review, update, and communicate your employment leave policies and procedures. Implement flexible workplace and leave policies.
 - b. Do not require a healthcare provider's note for employees who are sick to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
 - c. Anticipate absenteeism. How can you back fill positions if employees are absent? Cross-train employees to carry out essential functions.
 - d. Unemployment will create an economic hardship. Consider alternative ways to keep employees employed, such as temporary reduced pay or permit flexible work hours like staggered shifts.
 - e. Update all employee contact information and share with your team.
6. Marketing and Communication
 - a. Review, update, and communicate your employment leave policies and procedures. Implement flexible workplace and leave policies.
 - b. Do not require a healthcare provider's note for employees who are sick to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
 - c. Anticipate absenteeism. How can you back fill positions if employees are absent? Cross-train employees to carry out essential functions.
 - d. Unemployment will create an economic hardship. Consider alternative ways to keep employees employed, such as temporary reduced pay or permit flexible work hours like staggered shifts.
 - e. Update all employee contact information and share with your team.
7. Maintain Facility Cleanliness
 - a. Reduce spread of the disease among staff. Encourage hand hygiene at the entrance of your business or workplace by placing hand sanitizer containing at least 60% alcohol in a visible location
 - b. Keep a supply of tissue, wipes, soap, and hand-sanitizer containing at least 60% alcohol in a visible location and routinely refill.
 - c. Clean and disinfect frequently touched surfaces and objects.
 - d. Check your maintenance contracts and supplies to ensure they meet the increased demand for cleanliness
8. Prepare for Social Distancing and Leverage Technology
 - a. Opt for video or phone conferencing instead of in-person meetings. Check out these resources:
 - i. [Free Conference Call/Video Service](#)
 - ii. [Zoom: Free Video Conference Service](#)
 - iii. [Google Hangouts Meet](#)
 - iv. [Microsoft Teams](#)
 - b. See our list to best practices for Teleconferencing and Video Conferencing at [Economic Development Department](#)
 - c. Determine which employees are essential or non-essential for your business or organization to operate. How can you accomplish critical tasks? Consider allowing telecommuting where possible.
 - d. Ensure you have the technology and infrastructure needed to support employees working from home.
9. Encourage and Practice Good Health and Hygiene
 - a. Avoid all non-essential out-of-state travel.
 - b. Take precautionary steps to stay healthy, such as:
 - i. Washing your hands often with soap and water, for at least 20 seconds. If soap and water are not available, use a hand sanitizer containing at least 60% alcohol.
 - ii. Clean and disinfect frequently touched surfaces and objects.
 - iii. Actively encourage sick employees to stay home.

- iv. Help encourage positive mental health with these [tips from the CDC](#).
 - c. Call the Department of Health at 1.855.600.3453 if you are exhibiting any of the symptoms of COVID-19. Those symptoms include fever, cough, or trouble breathing. These symptoms may appear 2 to 14 days after being exposed to the virus.
- 10. Communicate Clear and Accurate Information and Stay Informed
 - a. Establish a communication protocol. Keep your workforce and customers informed.
 - b. For official information and updates on COVID-19 use the following resources:
 - i. [World Health Organization](#)
 - ii. [Center for Disease Control and Prevention](#)
 - iii. [Governor Michelle Lujan Gresham News](#)
 - iv. [New Mexico Department of Health](#)
 - v. [City of Albuquerque](#)
 - vi. [Mayor Tim Keller News](#)

COVID-19 GUIDANCE FOR RESTAURANTS

Any employee experiencing symptoms of COVID-19, such as, fever, cough, or shortness of breath should call the NM Department of Health at (855) 600-3453 for guidance.

Per the 2009 FDA Food Code, employees must be restricted from working in any food service establishment if they have a sore throat and fever.

In addition, the City of Albuquerque Consumer Health Protection Division recommends restaurants take the following steps:

- **Provide** food to-go or home delivery
- **Use single service items** such as silverware, condiments, etc. for take-out orders.
- **Limit individuals in establishments** picking up or placing food orders to no more than 10 people, including staff.
- **Provide online or telephone order and payment options** to limit cash handling and in person ordering of food. Promote tap and pay or payment transfer methods like [Venmo](#).
- **Dedicate staff for in-person transactions.** This individual would not make or assist in foodservice operations.
- **Gloves must be worn** by individuals preparing or handling ready to eat food. If gloves are worn for additional activities, such as cash handling, these individuals must wash their hands before putting a new pair on or after taking a pair off.
- **Retrain employees on proper handwashing** and encourage them to wash their hands more frequently, especially after making contact with items used by guests.
- **Increase the frequency of cleaning and sanitizing** all common areas in your facility. Pay special attention to frequently touched surfaces such as door handles, workstations, tables, chairs, menus, condiments, credit card machines, etc.
- **Ensure the proper sanitizing concentration** are being used in all cleaning products. Make sure to follow all label guidelines or these products.
- **Make sure sick employees stay home.** If an employee suspects they might have COVID-19, please have them contact the NM Department of Health at (855) 600-3453 for further instruction. Ensure that all staff understand your facility's sick leave policy.
- **Call 311** to report businesses in violation of the Governor's public health orders

The New Mexico Department of Health is the lead agency for the statewide coronavirus response. Community members are encouraged to visit <https://cv.nmhealth.org> or call (833) 551-0518 for general questions.

OTHER COVID-19 BUSINESS RESOURCES

[CDC-Interim Guidance for Businesses and Employers](#)

[OSHA- Guidance on Preparing Workplaces for COVID-19](#)

[Small Business Administration- Guidance for Businesses and Employers to Plan and Respond to COVID-19](#)

[State of New Mexico - COVID-19 Information and Resources for Businesses](#)

[NM SBDC- Disaster Preparedness, Response and Recovery Guide](#)

[RS21- COVID-19 Urban Health Vulnerability Index/Tool](#)

SMALL BUSINESS ECOSYSTEM PARTNERS

[State of New Mexico Economic Development](#)

[Bernalillo County Economic Development](#)

[SBA](#)

[NMSBA](#)

[Department of Workforce Solutions](#)

[Workforce Connections](#)

[Job Training Albuquerque](#)

[CNM STEMulus Center](#)

[WESST](#)

[DreamSpring \(ACCION\)](#)

[The Loan Fund](#)

[NM Finance Authority](#)

[SBDC](#)

[NMSBDC](#)

[SCORE](#)

[New Mexico Department of Veteran's Services](#)

[NUSENDA Credit Union Co-Op Capital Program](#)

[Procurement Technical Assistance \(PTAC\)](#)

[International Trade Alliance](#)

[Albuquerque Economic Development Inc.](#)

[ABQ Hispano Chamber of Commerce](#)

[American Indian Chamber of Commerce](#)

[African American Greater Albuquerque Chamber of Commerce](#)

[Greater Albuquerque Chamber of Commerce](#)

[Forward Cities](#)

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